RAKESH CHANDRAN M

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Nationality: Indian



CAREER SUMMARY

Results-driven multiskilled professional with over 23 years of experience in both military and corporate environments. Expert in optimizing office operations, streamlining processes, and supporting executive management in dynamic, VUCA settings. Strong knowledge in OHS/EHS management systems along with security domains. Proven ability to manage office functions, including facility management, logistics supervision, team coordination, and data analysis to improve efficiency and reduce costs. Proficient in office software, project management tools, and data-driven solutions to address organizational challenges. Adept at multitasking with a focus on accuracy, confidentiality, and operational excellence.

PROFESSIONAL SKILLS

- Surveillance & Monitoring Skills
- Problem-Solving
- Team Collaboration
- Confidentiality
- Attention to Detail
- Project Coordination
- Communication Skills
- Incident Response
- Adaptability
- Conflict Resolution
- Time Management
- Executive Support
- Project Management
- Multitasking
- Risk Assessment
- Emergency Response
- Budgeting & Cost Control
- Vendor Management

EDUCATION

- Bachelor of Arts (Social Science) | Madurai Kamaraj University
- International General Certification in Occupational Health & Safety | NEBOSH (UK) [Distinction holder]
- ISO 45001:2018 OH&SMS Internal Auditor | TUV SUD South Asia Pvt. Ltd.
- ISO 14001:2015 Environmental Management System (EMS) Awareness | TUV SUD South Asia Pvt. Ltd.
- Aligning ISO 45001 with OSHA and COR® | BSI (e-learning)
- Enhance Sustainability Efforts with ISO 14001:2015 | BSI (e-learning)
- Fire Safety Management | International Labour Organization (ILO) (e-learning)
- SAP ERP Essential Training | (e-Learning)
- CPR, AED & First Aid (Infant, Child & Adult) | Save a Life, NHCPS, Jeffersonville, Indiana (refresher e-learning)
- Diploma in Electronics Engineering | Indian Air Force-IGNOU Project Akashdeep
- Associate Degree in Science | Indian Air Force-IGNOU Project Akashdeep
- Member of American Society of Administrative Professionals

EXPERIENCE

Site Administrator & HR Support | **Jul 2023 – Till Date**
Momentive Performance Materials (India) Pvt Ltd

As a seasoned security and administrative professional, I have over 23 years of overall experience leading security operations, safety and office operations. I am also versatile to handle budget management, vendor coordination, and facility maintenance across dual-site locations. I have successfully managed administrative services including security management for 400 employees with a dedicated admin team of 05 & security team of 15, ensuring seamless operations and workplace efficiency.

Key Responsibilities & Achievements:

- Risk & Emergency Management:
  - Leading Crisis & Emergency Management with ownership for the R&D Lab, Corporate Office, and Business Services Site.

- Achieved NIL NCs (Non-Conformities) in the external ISO 14001 (EMS) audit as well as ISO 9001 (QMS) & ISO 45001(OH&S) internal audits for last 2 years. OFIs were timely addressed and completed with best practices initiatives.
- Ensured workplace safety, facility security, and compliance with government regulations and ISO standards.

- Security Operations:
  - Overseeing end-to-end physical security operations for a corporate R&D and Business Services site, ensuring safety of personnel, assets, and infrastructure with NIL incidents/accidents in last 2 years.
  - Managing and monitoring access control processes for both personnel and material movement in compliance with company protocols using Access360 platform.
  - Control and supervision of a team of security supervisors, lady guard and male guards, fostering high performance and discipline through G4S Security Services.
  - Effectively managing deployment and coordination with third-party security agency, ensuring optimal manpower utilization and performance at all times with NIL security manhours loss in last 2 years.
  - Ensured adherence to statutory compliance requirements and verify implementation by security vendors with NIL notices served by Labour Inspectors, and ZERO NCRs (Non-Compliance Reports) in the last 2 years.
  - Monitoring basic security surveillance systems (CCTV, alarms, etc.) and ensure uptime and effectiveness using Milestone XProtect Smart Client 2022 R1 platform.
  - Conduct internal investigations and prepare detailed reports for senior management and relevant authorities.
  - Respond swiftly to emergency situations, coordinating with local police and administrative bodies as required.
  - Monitoring and controlling the security budget, expenditures, and identifying cost-saving opportunities. Maintained the annual salary increment for security within 3% without any new expenses for the last 2 years and managing within the available resources.
- Office Operations & Team Leadership:
  - Directed day-to-day office functions across two sites, supporting 399 employees.
  - Led a team of four in delivering high-quality administrative support.
  - Developed and implemented SOPs that improved operational workflows and internal communication.
- Budget & Cost Optimization:
  - Oversaw an administrative budget of INR 5.95 Cr, achieving a 10% annual reduction in office supply costs through strategic vendor negotiations and inventory control.
  - Delivered key company events under budget, including:
    - Annual Tech Conference 'Synapse' ($14,500 spent vs $18,000 allocated).
    - Team Building Event for 183 employees ($10,500 spent vs $12,000 allocated).
- Process Improvement & Digitization:
  - Implemented a digital invoicing system, cutting processing time by 20% and increasing accuracy.
  - Created and maintained a digital filing system, improving accessibility and increasing office efficiency by 20%.
  - Reduced employee inquiries by 20% through the development of a centralized internal communication database.
- Facilities & Compliance Management:
  - Handled maintenance and repairs for HVAC systems, DG sets, lighting, plumbing, and electrical infrastructure.
  - Ensured facility compliance with ISO 14001 and ISO 45001 standards; supported regular audit inspections with zero non-conformities.
  - Managed site safety protocols including emergency response plans, fire drills, and security systems (CCTV, access control, alarms).
  - Coordinated sustainability initiatives related to energy savings, waste reduction, and recycling programs.
- Event & Project Management:
  - Coordinated successful internal and external events including conferences, leadership meetings, and team-building activities.
  - Managed key projects such as transitioning employee transportation to BS-VI compliant vehicles.
  - Played a key role in workspace expansion planning, increasing office workstations by 25%.
- Stakeholder & Cross-Functional Collaboration:
  - Served as the primary point of contact for facility-related issues and employee queries.
  - Worked closely with HR, IT, and Finance departments to align administrative services with organizational objectives.
  - Sourced and managed contracts with third-party service providers, ensuring up-to-date documentation and vendor performance.

Assistant Manager – Security | Intelligent Community Management Pvt Ltd **Mar 2022 – Jul 2023**

- Led the Security & Safety department of Bhartiya City IT Park, Bangalore, covering 3.4 million sq ft and housing over 20 MNCs, including IBM, Infosys, Kyndryl, Maersk, 7-Eleven, MUFG, and Sutherland.
- Managed a team of 84 security professionals and fire personnel, achieving a client satisfaction survey score of 8.7 out of 10 within one year.
- Developed and delivered 11 lift usage and safety awareness training sessions for IBM employees on Thyssen Krupp Elevators' Destination Control System.
- Conducted biannual emergency mock drills for high-rise building evacuation with approximately 2000 participants, adhering to KSFES and NBC guidelines.
- Developed processes, KRAs, standardized documents, and SOPs in line with ISO 41001:2018 standards for security and safety.
- Implemented QR-based electronic security passes on smartphones, eliminating queues for computerized visitor passes.
- Installed Under Vehicle Surveillance Systems (UVSS) at facility access points for threat mitigation and trained security guards as UVSS operators.
- Streamlined e-Permit to Work templates for General, Hot Work, Electrical, Work at Height, and Confined Spaces, integrating a paperless process for improved efficiency and reduced carbon footprint.

Assistant Office Manager – Administration | Indian Air Force **Aug 2015 – Jun 2021**

- Led the ISO 9001:2008 certified integrated record office of the Indian Air Force, managing a team of 18 with supervision, control, and coordination. Also served as the area safety officer for office and residential units.
- Ensured compliance with environmental, health, and security standards and regulations.
- Conducted ongoing reviews of operations, safety and security audits, and inspections of sites and equipment as a member of the Board of Officers' Team.
- Managed workplace and offsite emergency situations, coordinating emergency response plans.
- Oversaw recruitment, placements, and selection for career-oriented professional training, addressing manpower requirements in the electronics and communication stream.
- Ensured seamless and efficient office operations to meet the highest military standards.
- Handled general office administration, including nominating candidates for professional training, vetting and compiling appraisal reports, and managing duties and responsibilities.
- Drafted and vetted HR policies on promotions, appraisals, and manpower management as required by top management.
- Performed administrative tasks such as travel arrangements, office tasks, preparing periodic reports, data entry, handling correspondence, organizing events, and managing the filing system.

Senior Technical Administrator | Indian Air Force **Oct 2010 – Aug 2015**

- Served in an administrative supervisory and specialist role, supporting technical staff at the Technical Headquarters of a premier air base.
- Managed general office administration, including nominating candidates for professional training, vetting and compiling appraisal reports, and planning and managing duties and responsibilities.
- Analyzed HR policies as required by top management.
- Collated inputs for organizational improvement, preparing and compiling administrative documents using MS Office applications.

Technical Specialist | Indian Air Force **Oct 2008 – Oct 2010**

- Specialist in Electronics Systems at an Air Defence mobile operations unit, responsible for maintaining Ground-to-Air and Ground-to-Ground communication equipment.
- Performed administrative tasks, including travel arrangements, office tasks, preparing periodic reports, data entry, handling correspondence, organizing events, and managing the filing system.

Aircraft Maintenance Technician | Indian Air Force **Jun 2001 – Oct 2008**

- Specialist in Avionics (Electronics) for Dassault Mirage-2000 combat fighter aircraft, responsible for maintaining air-to-ground radio communication, navigational aids, and emergency search equipment.
- Additionally managed tarmac operations, computerized documentation on the OEM platform, flight safety operations, and supported pilots in the Flight Operations Room.
- Participated in various international joint exercises, including those with the US Air Force and Royal Air Force.

ACTIVITIES & ACHIEVEMENTS

- Participated in various team-building sessions throughout my military service and corporate career (MOFUN, 3C, MWN, Book Club, Sports Club, Team Outing etc).
- Volunteered as a front-line worker during the first COVID-19 pandemic in April-Jun 2020.
- Trained Advanced First Aider.
- Recipient of "Best Employee of the Year" accolades twice and the "President of India's Warrant" for completing two decades of spotless military service with consistently high appraisal reports.